



Date: February 29, 2000
To: Carrier-to-Carrier Working Group
From: Julie A. Canny, Chris Callahan, William D. Smith
Subject: Jeopardy Notices – Status

The “Order Establishing Additional Inter-Carrier Service Quality Guidelines and Granting in Part Petitions for Reconsideration and Clarification” (the “Order”) noted that the Carrier-to-Carrier (“C2C”) Working Group has addressed the issue of jeopardy notices for Competitive Local Exchange Carriers (“CLECs”) and directed Bell Atlantic - New York (“BA-NY”) to clarify a number of open issues. First, the Order noted that it was unclear how CLECs could currently obtain information regarding orders that are in jeopardy of either not being installed or repaired by their commitment date. The Order stated that there appears to be a discrepancy between what BA-NY reported to the C2C Working Group regarding the availability of jeopardy notices through the Open Query System (“OQS”) and what appears in the CLEC Handbook. BA-NY has determined that the OQS is updated three times a day: early morning, midday and late afternoon. These reports list completed and missed appointments for installation and maintenance. CLECs can use this information to determine whether an installation order or repair request will be satisfied on the due date. CLECs can access the OQS at any time during the day. While the current CLEC Handbook does not comport with this, a revised version of the Handbook will be released in April that will include this information.

Second, the Order requires BA-NY to identify the purpose that the TISOC serves in this process, detailing how the TISOC processes jeopardy notices, what value it adds, and what time delays are introduced. There are several centers involved in the processing of orders and the administration of trouble reports. The TISOC is involved in order processing only and is no longer involved in the jeopardy report process. There are several centers involved in the provisioning of services. The RCCC (Regional CLEC Control Center) – Hot Cuts, handles all hot cut loop orders and works jeopardy issues live on the phone each day. The RCCC – New Loop/DSL also works jeopardy issues live on the phone each day. The Wholesale CSC (Customer Service Center) monitors other dispatched services and provides status to WFA-DO which updates the database that the OQS reports are captured from. The OQS reports are created in an automated fashion without any center involvement. For Maintenance, the RCMC (Regional CLEC Maintenance Center) handles the administration of Wholesale troubles (CLEC customer contact and escalation) for the entire Bell Atlantic region. Local Retail dispatch centers handle the day-to-day administration of jeopardy identification in WFA-DO which updates the OQS reports.

Finally, the Order requests that BA-NY address the feasibility of modifying the procedures in order to expedite the flow of jeopardy notices to the CLECs, as well as the feasibility of allowing the dispatch centers to communicate jeopardy notices directly to the CLECs. Bell Atlantic will be convening an internal team, with representatives from all appropriate Bell Atlantic work groups to address the entire process of jeopardy notification, including the process used by local Retail centers to notify retail end users as well as the process of notification of CLECs in an equivalent manner. BA-NY will report on the progress of these groups at one of the future C2C meeting.